

January 2005

Tracker

Measures of Departmental Performance



Missouri Department of
Transportation



Mission

Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri.



**Pete K. Rahn, Director
Missouri Department of
Transportation**

About the Tracker

MoDOT's Tracker is a tool to assess how well we deliver services and products to our customers. Much like a GPS tracking system, this tool can only show the direction in which the department is headed. We must determine if it is going in the right direction to best serve our customers.

MoDOT's Mission and Value Statements provide the basis for the Tracker. The 18 results are outcomes that our customers expect to see as we fulfill our mission. Each performance measure listed on the Tracker is designed to help us focus on successfully achieving these results. The Tracker will be published quarterly to ensure accountability and allow our customers to see the progress we are making toward those results that they expect.

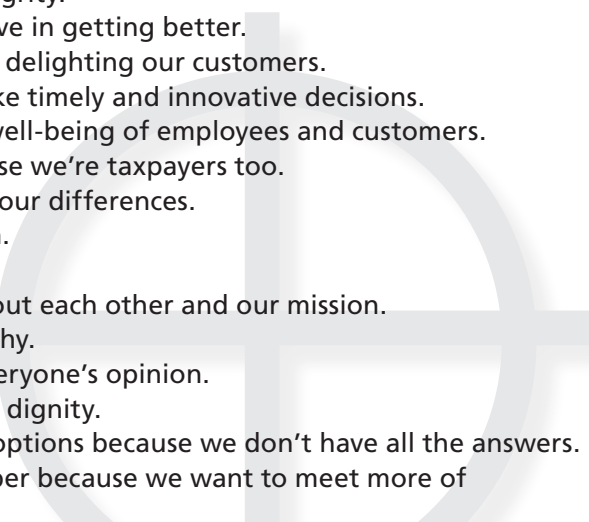


Tangible Results

- Uninterrupted Traffic Flow
- Smooth & Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Personal, Fast, Courteous & Understandable Response to Customer Requests (in-bound)
- Partner With Others to Deliver Transportation Services
- Leverage Transportation to Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are of Great Value
- Environmentally Responsible
- Efficient Movement of Goods
- Easily Accessible Modal Choices
- Customer Involvement in Transportation Decision-Making
- Convenient, Clean & Safe Roadside Accommodations
- Best Value For Every Dollar Spent
- Attractive Roadsides
- Advocate for Transportation Issues
- Accurate, Timely, Understandable & Proactive Transportation Information (out-bound)

Value Statements

MoDOT will -

- support and develop employees because we believe they are the key to our success.
 - be flexible because we believe one size does not fit all.
 - honor our commitments because we believe in integrity.
 - encourage risk and accept failure because we believe in getting better.
 - be responsive and courteous because we believe in delighting our customers.
 - empower employees because we trust them to make timely and innovative decisions.
 - not compromise safety because we believe in the well-being of employees and customers.
 - provide the best value for every dollar spent because we're taxpayers too.
 - value diversity because we believe in the power of our differences.
 - be one team because we all share the same mission.
 - use teamwork because it produces the best results.
 - foster an enjoyable workplace because we care about each other and our mission.
 - be open and honest because we must be trustworthy.
 - listen and seek to understand because we value everyone's opinion.
 - treat everyone with respect because we value their dignity.
 - seek out and welcome any idea that increases our options because we don't have all the answers.
 - always strive to do our job better, faster, and cheaper because we want to meet more of Missouri's needs.
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Uninterrupted Traffic Flow – Don Hillis (Page 1)		
Percent of time meeting snow and ice removal performance goals	Jim Carney	1a
Average speed traveled on selected sections of roadways	Eileen Rackers	1b
Number of customers assisted by the Motorist Assist program	Mike Curtit	1c
Number of traffic signal complaints	Julie Stotlemeyer	1d
Average time to clear traffic incident – UNDER DEVELOPMENT	Eileen Rackers	1e
Average time to clear traffic backup from incident – UNDER DEVELOPMENT	Mike Curtit	1f
Percent of customers who have used MoDOT Motorist Assist program and feel it is a valuable service – UNDER DEVELOPMENT	Eileen Rackers	1g
Smooth & Unrestricted Roads And Bridges – Kevin Keith (Page 2)		
Percent of major highways that are in good condition	Jay Bledsoe	2a
Percent of minor highways that are in good condition	Jay Bledsoe	2b
Percent of good bridges on major highways	Jay Bledsoe	2c
Percent of good bridges on minor highways	Jay Bledsoe	2d
Number of miles completed through the Smooth Roads Initiative - UNDER DEVELOPMENT	Kyle Kittrell	2e
Safe Transportation System – Kevin Keith (Page 3)		
Number of fatalities and injuries year to date	Scott Turner	3a
Number of impaired driver-related fatalities and injuries year to date	Scott Turner	3b
Rate of annual fatalities and injuries	Scott Turner	3c
Rate of commercial vehicle fatalities and injuries	Jan Skouby	3d
Number of DWI offenders	Scott Turner	3e
Percent of seat belt / passenger vehicle restraint use	Scott Turner	3f
Number of DWI convictions	Bill Whitfield	3g
Number of bicycle and pedestrian fatalities and injuries	Scott Turner	3h
Number of motorcycle fatalities and injuries	Scott Turner	3i
Number of fatalities and injuries in work zones	Dan Bruno	3j
Number of DWI repeat offenders – UNDER DEVELOPMENT	Bill Whitfield	3k
Roadway Visibility – Don Hillis (Page 4)		
Percent complete on MoDOT striping program	Jim Carney	4a
Rate of nighttime crashes	Jim Brocksmit	4b
Rate of wet weather crashes	Jim Brocksmit	4c
Percent of signs that meet our customers' expectations – UNDER DEVELOPMENT	Eileen Rackers	4d
Percent of stripes that meet our customers' expectations – UNDER DEVELOPMENT	Eileen Rackers	4e
Personal, Fast, Courteous & Understandable Response To Customer Requests (Inbound) – Jay Wunderlich (Page 5)		
Percent of overall customer satisfaction	DeAnne Bonnot	5a
Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT	DeAnne Bonnot	5b
Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT	DeAnne Bonnot	5c
Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT	DeAnne Bonnot	5d
Number of customer contacts – UNDER DEVELOPMENT	Marisa Brown	5e
Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT	Marisa Brown	5f
Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT	Marisa Brown	5g
Partner With Others To Deliver Transportation Services – Kevin Keith (Page 6)		
Number of dollars generated through cost-sharing and other partnering agreements	Herbert Wheeler	6a
Number of dollars of discretionary funds allocated to Missouri	Todd Grosvenor	6b
Number of transportation related partnering agreements	Herbert Wheeler	6c
Percent of earmarked dollars that represent MoDOT's high priority projects	Todd Grosvenor	6d
Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT	Bill Stone	6e
Leverage Transportation To Advance Economic Development – Pat Goff (Page 7)		
Number of miles of new 4-lane corridors completed	Jay Bledsoe	7a
Number of outside investment dollars added to existing funds	Herbert Wheeler	7b
Number of dollars invested that enhance specific economic development projects	Herbert Wheeler	7c
Percentage of available SIB & STAR loans outstanding	Herbert Wheeler	7d
Number of jobs supported through transportation investment – UNDER DEVELOPMENT	Herbert Wheeler	7e
Innovative Transportation Solutions – Mara Campbell (Page 8)		
Annual dollar amount saved by implementing innovative engineering methods	Diane Heckemeyer	8a
Number of external awards received – UNDER DEVELOPMENT	Rebecca Geyer	8b
Percent of completed projects that our customers felt were the right transportation solution – UNDER DEVELOPMENT	Mike Shea	8c

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Fast Projects That Are Of Great Value – Dave Nichols (Page 9)		
Percent of estimated project cost as compared to final project cost	Kyle Kittrell	9a
Percent of projects completed within budget	Dave Ahlvers	9b
Percent of projects completed on time	Dave Ahlvers	9c
Percent of change for finalized contracts	Dave Ahlvers	9d
Average construction cost per day by contract type	Dave Ahlvers	9e
Number of calendar days it takes to go from the programmed commitment on the STIP to the project opening to traffic – UNDER DEVELOPMENT	Kyle Kittrell	9f
Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT	Diane Heckemeyer	9g
Percent of projects that meet national averages for value – UNDER DEVELOPMENT –	Diane Heckemeyer	9h
Environmentally Responsible – Dave Nichols (Page 10)		
Percent of projects completed without environmental violation	Kathy Harvey	10a
Percent of air quality days that meet EPA standards by metropolitan area	Kyle Kittrell	10b
Percent of alternative fuel consumed	Dave DeWitt	10c
Number of historic resources preserved as compared to those impacted	Bob Reeder	10d
Ratio of acres of wetlands created compared to the number of acres of wetlands impacted	Gayle Unruh	10e
Number of projects on which MoDOT proactively avoids, protects or restores sensitive species or habitat	Kathy Harvey	10f
Percent of erosion prevention expenditures in relation to grading costs on construction projects	Jerry Hirtz	10g
Number of trees planted compared to number of acres cleared and grubbed	Jerry Hirtz	10h
Number of tons of recycled materials used in pavements – UNDER DEVELOPMENT	Mark Shelton	10i
Efficient Movement Of Goods – Dave DeWitt (Page 11)		
Average speed traveled on selected sections of roadway	Eileen Rackers	11a
Percent of trucks using advanced technology at Missouri weigh stations	Jan Skouby	11b
Freight tonnage by mode – UNDER DEVELOPMENT	Kyle Kittrell	11c
Percent of satisfied motor carriers – UNDER DEVELOPMENT	Jan Skouby	11d
Average wait time spent by customers obtaining OD/OW permits – UNDER DEVELOPMENT	Jan Skouby	11e
Easily Accessible Modal Choices – Brian Weiler (Page 12)		
Number of airline passengers	Joe Pestka	12a
Number of rail passengers	Rod Massman	12b
Number of transit passengers	Steve Billings	12c
Percent of Amtrak trains on-time	Rod Massman	12d
Number of days the river is navigable	Sherrie Martin	12e
Average days per week rural transit service is available	Steve Billings	12f
Number of business capable airports	Joe Pestka	12g
Number of passengers and vehicles transported by ferryboat	Sherrie Martin	12h
Number of active transit vehicles	Steve Billings	12i
Number of inter-city bus stops	Steve Billings	12j
Percent of customers satisfied with transportation options - UNDER DEVELOPMENT	Mike Shea	12k
Number of daily scheduled airline flights – UNDER DEVELOPMENT	Joe Pestka	12l
Customer Involvement In Transportation Decision-Making – Dave Nichols (Page 13)		
Percent of customers who feel MoDOT includes them in transportation decision-making – UNDER DEVELOPMENT	Kyle Kittrell	13a
Number of customers who attend transportation-related meetings – UNDER DEVELOPMENT	Bob Brendel	13b
Percent of customers who receive feedback from MoDOT after offering comments – UNDER DEVELOPMENT	Bob Brendel	13c
Convenient, Clean & Safe Roadside Accommodations – Don Hillis (Page 14)		
Percent of rest areas & commuter lots that meet our customers' convenience needs – UNDER DEVELOPMENT	Jim Carney	14a
Percent of rest areas & commuter lots that meet our customers' cleanliness needs – UNDER DEVELOPMENT	Jim Carney	14b
Percent of rest areas & commuter lots that meet our customers' safety needs – UNDER DEVELOPMENT	Jim Carney	14c
Number of users of commuter parking lots – UNDER DEVELOPMENT	Tim Jackson	14d
Number of users of rest areas – UNDER DEVELOPMENT	Stacy Armstrong	14e
Number of truck customers that utilize rest areas - UNDER DEVELOPMENT	Tim Jackson	14f

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Best Value For Every Dollar Spent – Pat Goff (Page 15)		
Average salary of outsourced contract design and bridge engineer vs. full-time employee	Jim Deresinski	15a
MoDOT national ranking in revenue per mile as compared to pavement condition	Herbert Wheeler	15b
Number of MoDOT employees	Micki Knudsen	15c
Rate of employee turnover	Micki Knudsen	15d
Percent of Construction and Maintenance expenditures to all other costs	Jim Deresinski	15e
Percent of satisfied employees	Micki Knudsen	15f
Number of lost work days per year	Gerry Foster	15g
IS expenditures per FTE	Debbie Rickard	15h
Fleet maintenance expenditures per FTE	Debbie Rickard	15i
Building (maintenance and capital) expenditures per FTE	Debbie Rickard	15j
Utility expenditures per square foot of occupied space	Debbie Rickard	15k
Dollars expended on non-design related consultants	Debbie Rickard	15l
Percent of federal funds used	Herbert Wheeler	15m
Percent of actual state highway user revenue vs. projections	Herbert Wheeler	15n
Percent of vendor invoices paid on time – UNDER DEVELOPMENT	Debbie Rickard	15o
Attractive Roadsides – Don Hillis (Page 16)		
Number of hours of litter pickup by MoDOT staff and incarcerated crew	Stacy Armstrong	16a
Number of miles in Adopt-A-Highway program	Stacy Armstrong	16b
Number of acres mowed	Stacy Armstrong	16c
Percent of roadsides that our customers feel are attractive – UNDER DEVELOPMENT	Jim Carney	16d
Percent of customers who are satisfied with MoDOT's mowing along roadsides – UNDER DEVELOPMENT	Jim Carney	16e
Advocate For Transportation Issues – Pete Rahn (Page 17)		
Percent of transportation-related pieces of legislation directly impacted by MoDOT	Pam Harlan	17a
Percent of customers who view MoDOT as Missouri's transportation expert – UNDER DEVELOPMENT	Jay Wunderlich	17b
Number of pieces of federal transportation legislation passed each year that is a benefit or detriment to Missouri – UNDER DEVELOPMENT	Kent Van Landuyt	17c
Number of external awards received – UNDER DEVELOPMENT	Rebecca Geyer	17d
Accurate, Timely, Understandable & Proactive Transportation Information (Outbound) – Jay Wunderlich (Page 18)		
Number of public appearances – UNDER DEVELOPMENT	DeAnne Bonnot	18a
Percent of customers who feel MoDOT provides timely information – UNDER DEVELOPMENT	DeAnne Bonnot	18b
Percent of customers who feel MoDOT provides accurate information – UNDER DEVELOPMENT	DeAnne Bonnot	18c
Percent of customers who feel MoDOT provides understandable information - UNDER DEVELOPMENT	DeAnne Bonnot	18d
Number of contacts initiated by MoDOT to media – UNDER DEVELOPMENT	Jeff Briggs	18e
Percent of MoDOT information that meets the media's expectations – UNDER DEVELOPMENT	Jeff Briggs	18f
Percent of positive versus negative editorials – UNDER DEVELOPMENT	Jeff Briggs	18g
Number of repeat visitors to MoDOT's web site – UNDER DEVELOPMENT	Matt Hiebert	18h

- **Please Note:** Tangible Results are listed in reverse alphabetical order, not by importance.

